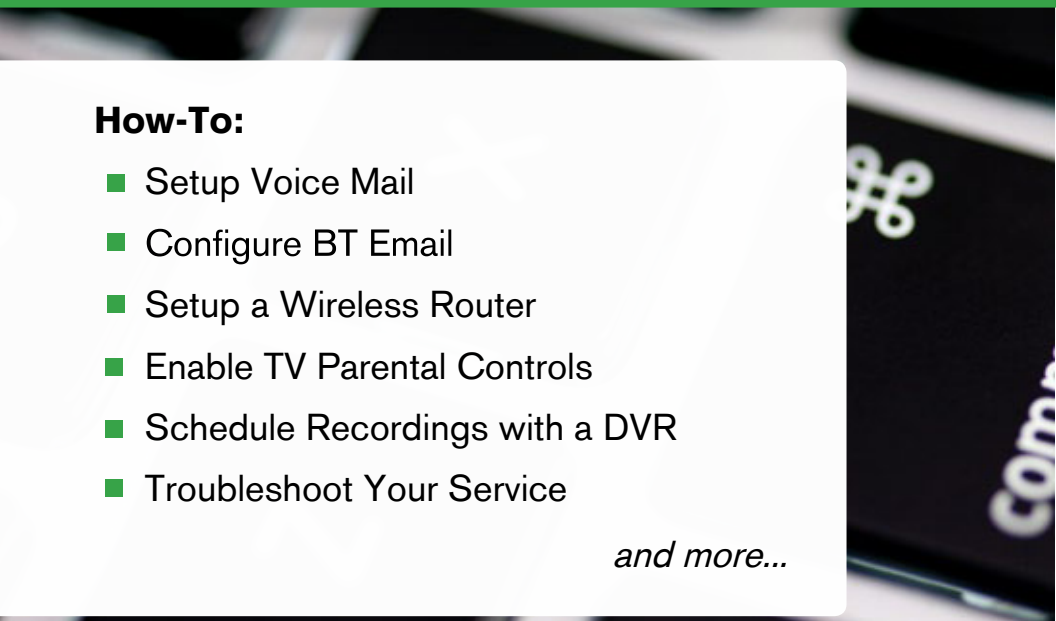
Burlington Telecom

User Guide



How-To:

- Setup Voice Mail
- Configure BT Email
- Setup a Wireless Router
- Enable TV Parental Controls
- Schedule Recordings with a DVR
- Troubleshoot Your Service

and more...

Internet Television Telephone

Burlington Telecom

User Guide

Customer Service: (802) 540-0007

Residential Sales & Support: Mon - Fri 8AM to 6:00PM

Window Hours: Mon - Fri 8AM to 6:00PM

Help Desk: (802) 540-0007

Mon - Sat 8AM to 10PM

Sunday 10AM to 6PM

www.burlingtontelecom.com

Burlington Telecom

200 Church Street

Burlington, VT 05401

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Chapter 1

Telephone

Single Mailbox Setup and Information

Multiple Voice Mail Setup and Information

General Telephone Information

Telephone Troubleshooting

Single Mail Box Setup and Information

Accessing Your Voice Mail

From your home (Burlington Telecom) phone:

1. Dial *09.
2. If prompted, enter your PIN (default is 0000) and then #.

From a different phone:

1. Dial (802) 540-0975.
2. Enter your 10-digit mailbox # (802-XXX-XXXX), which is your Burlington Telecom phone number.
3. Enter your PIN (default is 0000) and then #.

Changing Your PIN (Password)

1. Access your voice mail as described above in the section on **Accessing Your Voice Mail**.
2. Press 9 to access the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password enter it again and then press #.

A prompt will inform you if you have successfully changed your password.

Record Your Greeting

1. Access your Voice Mail as described above in the section on **Accessing Your Voice Mail**.
2. Press 9 to access the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting.
5. Record your greeting and then press #.
6. Press 2 to keep your greeting.

Retrieve Messages

1. Access your voice mail as described above in the section on **Accessing Your Voice Mail**.
2. Press 1 to listen to new messages.
3. Press 2 to listen to saved messages.

A Guide to the Buttons in the Voice Mail System

The numbers below correspond to the keypad on the telephone.

1. Repeat the voice mail message.
2. Save the message and play the next message.
3. Delete the message and play the next message.
4. Save the message as new.
5. Reply to the message *
6. Forward the message to another mailbox *
7. Skips backward in the message.
8. Pauses the message.
9. Skips forward in the message.

* The individual receiving the message must be subscribed to BT voice mail

Multiple Voice Mail Set-up and Information

Administrator Instructions

To originally record your group greeting from the phone subscribed to Burlington Telecom service:

1. Dial 540-0975.
2. Listen to the recording.
3. Wait until the end of the recording, then press * to administer the group greeting.
4. Enter your PIN (default = 0000) and then #.
5. Press 4 to record your group greeting.
6. Record your greeting. When finished recording, press #. For example, “You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2”.
7. Press 2 to keep your greeting.

To change an existing group greeting from the phone subscribed to the service.

1. Dial *09.
2. Press * to administer the group greeting.
3. Enter your PIN (default = 0000) and then #.
4. Press 4 to record your group greeting.
5. Record your greeting. When finished recording, press #.
6. Press 2 to keep your greeting.

* To change the group greeting from a phone that is not subscribed, please contact BT’s help desk at (802) 540-0007

General Telephone Information

How to Place an International Call

To place an International call, you must dial (011), the country code and the phone number of the person to whom you are calling.

*Additional charges apply to International calls. Rates are located at http://www.burlingtontelecom.net/customer_support/pdfs/InternationalRates.pdf.

101 on Voice Mail Capacity

- Maximum number of messages the voice mail system may receive is 100.
- Maximum length of one voice mail message is 2 minutes.
- Maximum box capacity is 20 minutes. This includes saved and new messages.
- Message retention time for messages saved on the voice mail system is 31 days.

Telephone Troubleshooting

No Dial Tone - If you do not have a dial tone, please follow these steps:

1. If all of the services are out in your house, locate the battery supply ("Cyber Power") in your basement.
2. The Cyber Power should have two solid green lights, if not, it is not receiving power. Make sure it is plugged into a

Cyber Power Battery Supply Box

working power outlet. Your services should be restored upon plugging the Cyber Power into an outlet.

3. If the Cyber Power is plugged into a working power outlet but you still have no services, please call the Help Desk at (802) 540-0007 for assistance.
4. If there are two green lights on the Cyber Power, try the following steps:

A. Are you using a cordless phone? If so, is its battery charged?
B. Is the base station plugged in? If there is no power to the handset of your cordless phone it will not function.
C. If you have a spare phone, try plugging it in and seeing if it works.
D. If you have more than one phone, try unplugging them all and plug one in at a time. Sometimes one phone can short out several.

5. The next step is to obtain a dial tone at the Network Interface Device ("NID"). This only works if you have a phone which does not require a power supply or have a way to plug your phone's power supply in outside.

1. Open the NID and disconnect the telephone jack inside by squeezing the clip with your thumb and forefinger and gently pulling it out.
2. Now plug your phone into this jack inside the NID. If the phone works, the problem is in your inside jacks and or wiring. To learn more about what maintenance is included with your BT service, contact Customer Service or Help Desk at (802) 540-0007.

Closed Network Interface Device

Open Network Interface Device

Chapter 2
Internet

Email Access

Wireless Router Setup

Internet Troubleshooting

Email Access

Creating an Email Account

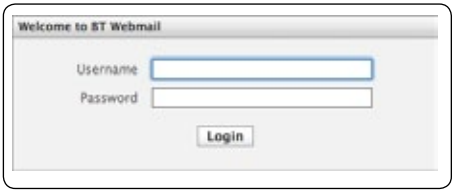
To create an email account you will need to speak with a Customer Service Representative or a Help Desk Technician by either contacting us at (802) 540-0007 or by visiting our office at 200 Church Street.

Accessing Web Mail:

There are three ways to access your email in a browser.

1. The easiest way is to simply go to the Burlington Telecom home page at http://burlingtontelecom.com/ and enter your user name and password in the Web Mail login box at the top of the page.
2. Another easy way to get into Web Mail is to go directly to http://webmail.burlingtontelecom.net and enter your login credentials.
3. For customers who prefer the old Web Mail interface, we have Classic Web Mail, which may be accessed at http://classicwebmail.burlingtontelecom.net.

Home Page Web Mail Login



Regular Web Mail Login

Classic Web Mail Login

Changing Your Email Password:

1. To change your password enter http://users.burlingtontelecom.net into your browser.
2. Once loaded, enter your email address and password then click Log In.
3. Now click “Change Password” at the top of the page.
4. You will be prompted for your current password and for a new password. Enter this information and click the “Change Password” button to confirm.

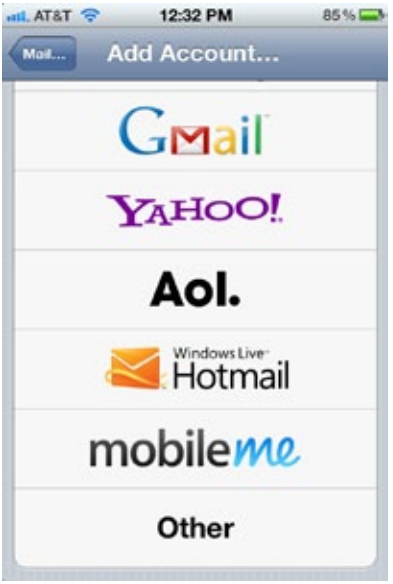
Setting up BT Email on Your iPhone and iPad:

iPhone/iPod touch:

1. Open Settings.
2. Swipe down and tap on, “Mail, Contacts, Calendars.”

3. Tap “Add Account...”

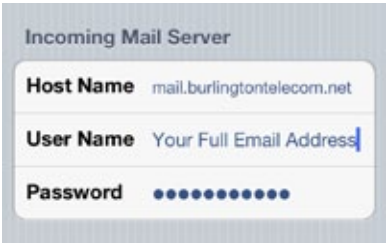
4. Swipe down on this screen and tap “Other.”

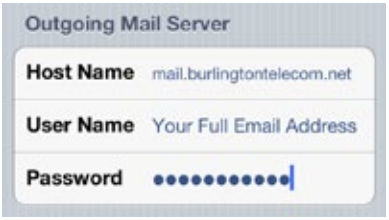


5. Tap “Add Mail Account” at the top of the screen.

6. Fill in the information as pictured and tap next.

7. Fill in the account and server information as pictured and tap next.



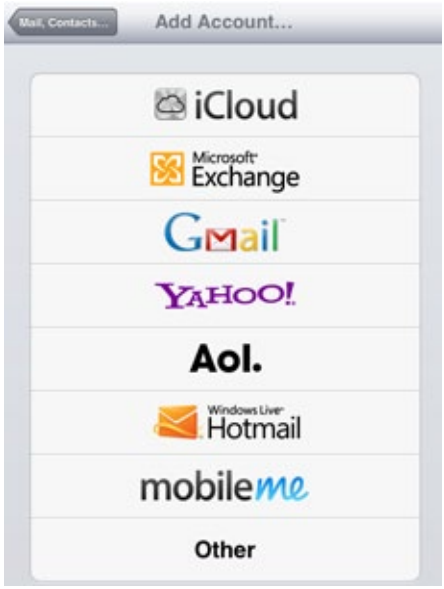


8. Tap “Save”.

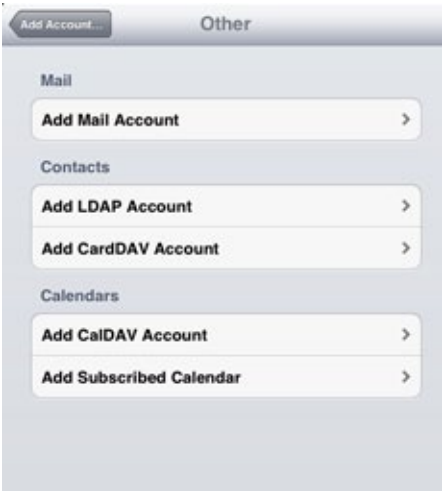
iPad

1. Open Settings and tap on, “Mail, Contacts, Calendars.”

2. On the right pane of the screen tap “Add Account...”
3. Tap “Other.”



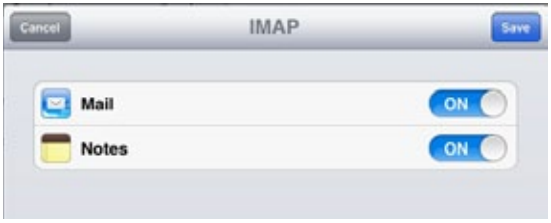
4. Tap “Add Mail Account” at the top of the screen.



5. Fill in the information as pictured below and tap “Next”.

6. Fill in the account and server information as pictured below, and on the next page then tap “Next”.

7. Tap “Save”.



*__Android & Blackberry Users:__ Due to differing mobile operating systems and phone models, we recommend referencing your phone’s user manual or contacting your wireless carrier for assistance with configuring email settings. The settings covered in this section may or may not be applicable to your device.

Mail Client Settings:

Burlington Telecom supports both POP3 and IMAP protocols for retrieving and reading email messages within an email client. To enable a Burlington Telecom email account in your email client of choice you will need the following settings:

1. Incoming Mail Server: mail.burlingtontelecom.net.
2. User Name: [your email address@burlingtontelecom.net].
3. Password: [your email password].
4. POP3 uses port 995 and IMAP uses 993.

1. Outgoing Mail Server: mail.burlingtontelecom.net.
2. Outgoing Mail Server Port: 465.
3. Use SSL?: Yes.
4. Authentication type: Password (the user name for the SMTP server must be your full email address).

If you would like help configuring an email client, please contact the Help Desk at (802) 540-0007 or visit our office at 200 Church Street.

Wireless Router Setup

Router Basics

Most wireless routers work out of the box with a Burlington Telecom Internet connection. If you are using your own wireless router you should refer to the documentation that accompanied it.

Clear Access Router

If you have a Clear Access router from Burlington Telecom you will need to call the Help Desk at 540-0007 to change your SSID* or password.

*SSID is the technical term for the wireless name that your wireless router broadcasts. It stands for Service Set Identifier.

Changing the settings on a TP Link Router:

1. You must be connected to the router either wirelessly or directly with an Ethernet cable.
2. Enter 192.168.1.1 into the address bar of your browser.

Ethernet Cable

3. You will be prompted for your name and password. By default, both the name and password are “admin”. Enter “admin” into both fields and click “log In”. You will now have access to all of the settings in the router. Unless you have experience with networking, it is best not to change settings besides those covered in this guide.

TP Link Router

Changing SSID:

1. Click on “Wireless” in the list on the left.
2. At the top of the settings that come up, there is a field labeled “SSID”. In this field, enter the name you would like to call your wireless network and click the button at the bottom labeled “Save.
3. An alert will show up at the bottom of the page reminding you

to reboot the router. Click where it says “click here” at the bottom of the page. It will bring you to a page with a button labeled “Reboot”. Click “Reboot” and then click “OK” on the alert that comes up. Your router will now reboot.

4. Once rebooted, any computers that connect to the wireless router will no longer be connected.
5. You will now need to select the wireless network from the list of available networks (varies by system).

Changing Wireless Password

1. Log into your router as described in the **Changing the Settings on a TP Link** section.
2. Click on “Wireless” in the list on the left. A sub menu will open on the left.
3. Click on “Wireless Security” in this sub menu.
4. Most routers are configured with a WPA password. This will be listed at the bottom of the Wireless Security settings page in the field PSK Password.
5. If you previously had no password, you will need to click the radio button to the left of “WPA-PSK/WPA2-PSK”.
6. Enter your password in the field labeled PSK Password and click “Save” at the bottom of the page.
7. You will be prompted to reboot. Click on the “click here” link at the bottom of the page, click “Reboot” and then “OK”. The router will reboot.

Any computers that connect to this wireless router will no longer be able to connect without the password you just set. Your operating system may prompt you for your password or you may need to manually re-join the wireless network.

Internet Troubleshooting

Wireless Connection

If your Internet connection appears to be failing, follow these steps to resolve most issues.

1. Verify if your computer is connected to a wireless network:

Macintosh Computers

On a Macintosh, the Wi-Fi status menu is in the top right of your screen:

The above icons indicate you are connected to a network. Click on this icon and make sure there is a check mark next to your network.

This icon means your machine's Wi-Fi is turned off. Click on this icon and select "Turn Wi-Fi On." (On older Macs this will read "Turn Airport On").

If you see other variations of this icon, there may be a problem with your Macintosh.

Windows Computers

On a Windows computer, your Wi-Fi status indicator varies by brand, model and driver. Refer to the documentation that came with your computer.

2. If you do not see your wireless network listed or you are connected to the network but still can't get online, there is likely an issue with your router.

If you have a router from Burlington Telecom it will look like one of these:

TP Link Router

Fig. A

Clear Access Router

If there are no lights visible on your router, it is not on. If your router's lights are on and blinking, it is operating normally.

There should be at least two cables plugged into the back of the router. One is an Ethernet cable which will either come out of the wall or will be connected to another small box. This cable should be connected to the WAN port on the router. The other cable is a power cable. It will have a round end on it.

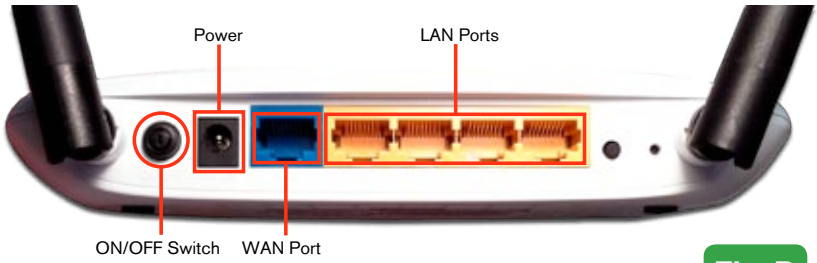
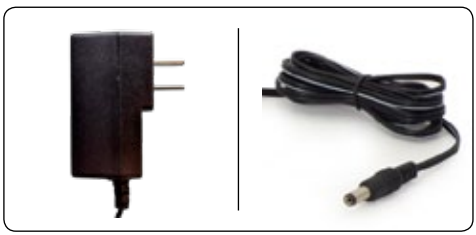


Fig. B



Power Cable

Ethernet Cable

If all of these cables are connected correctly, the next step is to reboot the router. This is done by removing the power cord from the back of the router, waiting 30 seconds and then plugging it back in. Once plugged back in the lights should re-illuminate and begin blinking.

Return to your computer and see if you can get online. In some cases you may need to restart your computer.

If none of the above steps restore your Internet connection,

there may be an additional problem with your connection. Please contact the Burlington Telecom Help Desk at (802) 540-0007 for assistance.

Wired Connection

If your computer is not wireless, it will be connected via an Ethernet cable (see Figure B). Look on the back of your computer to make sure you have one of these cables connected. The Ethernet cable will either go from your computer into the wall or into a small box. This small box will be either a router (see Figure A for examples of what these look like) or an Ethernet switch.

SMC Ethernet Switch *TP Link Ethernet Switch*

If your computer is wired into a small box via an Ethernet cable, verify that this box has its lights on. If it does not, make sure it is plugged into a power outlet.

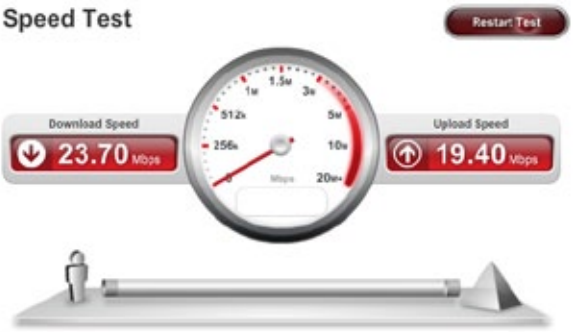
You may need to restart your computer.

If none of the above steps restore your Internet connection, there may be an additional problem with your connection. Please contact the Burlington Telecom Help Desk at (802) 540-0007 for assistance.

Slow Wireless Connection

1. If your wireless Internet connection seems slow, first make sure it is password protected (see page 12). If your network is unsecured, there is a chance neighbors or other people living in close proximity to you, are using your wireless connection without your knowledge and slowing overall speeds.

2. Once you've verified that your wireless network is password protected, run a speed test to test your connection speed. The most accurate test to use is Burlington Telecom's speed test.
3. To produce an accurate speed test result, make sure that you aren't loading any other websites, downloading something or using any other program which connects to the internet. Also verify that no one else is currently using the Internet either.
4. Open your browser and enter http://speedtest.burlingtontelecom.net into the address bar.
5. Once loaded, click "Begin Test."
6. If the speed that is shown is greater than 2/3rd of your advertised BT service (either 3 Mbps, 8 Mbps or 20 Mbps) then your connection is functioning normally. The slowness you have perceived may be due to a slow computer, other people on the network slowing you down or just the expected performance of the network. If you have questions about your Internet speed, feel free to call the Help Desk. If the speed that is shown to you is less that 2/3rds of your advertised BT



http://speedtest.burlingtontelecom.net

service (either 3 Mbps, 8 Mbps or 20 Mbps) there may be a problem.

7. Unplug the power cord from your router
8. Unplug the Ethernet cable from the WAN port on your router (see Figure B) and plug it directly into your computer.
9. Run the speed test again and see if there is any difference.
10. If your network speed is much faster when directly connected via ethernet, there could be a problem with the router. You may want to reset factory default settings for your router and/or change the password. If you have a router from Burlington Telecom (see Figure A), please call the Help Desk at (802) 540-0007 for help resetting your Burlington Telecom router.
11. If you are receiving a slow connection, even when bypassing your router, please call the Help Desk at (802) 540-0007 for further assistance.

Slow Wired Connection

1. If your wired Internet connection seems slow, try running a speed test. The most accurate speed test to use is Burlington Telecom's speed test.
2. See steps 3 through 6 above in the **Slow Wireless Connection** section.

Chapter 3

Television

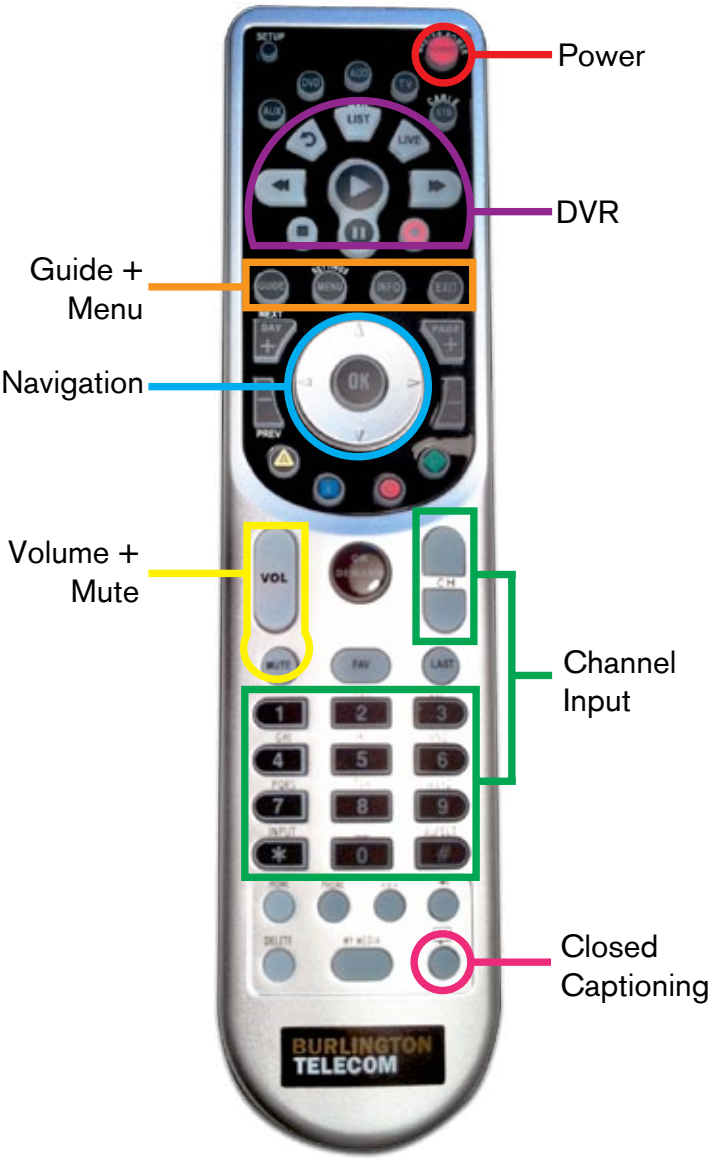
Watching TV

Parental Controls

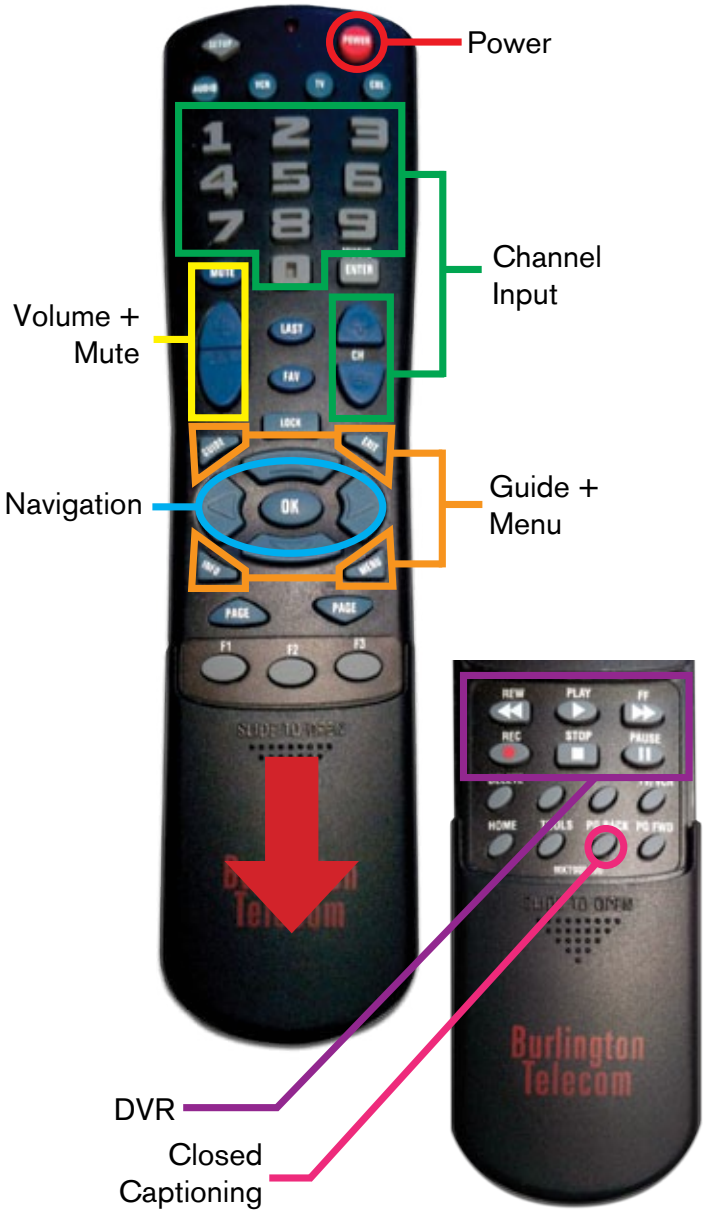
Television Features

DVR Usage

Television Troubleshooting


Power
DVR
Guide +
Menu
Navigation
Volume +
Mute
Channel
Input
Closed
Captioning
BURLINGTON
TELECOM

Titan 2056-I



Millennium 4 3046

Watching TV

Each time you press the guide button on your remote, the STB (Set Top Box) will toggle through different guide settings. The current setting is displayed in the video preview in the top left. The different guides are as follow:

Subscribed: The channels which you are subscribed to.

PPV: Pay Per View.

Favorites: These are custom guides which you have created.

All: These are all of the channels BT offers. Depending on your subscription you may or may not receive all of these channels.

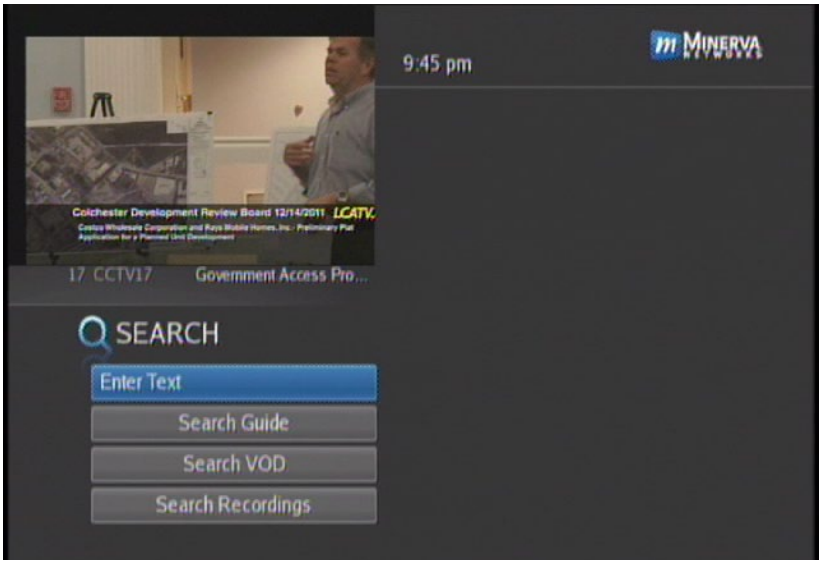
HD: HD channels only.

Search

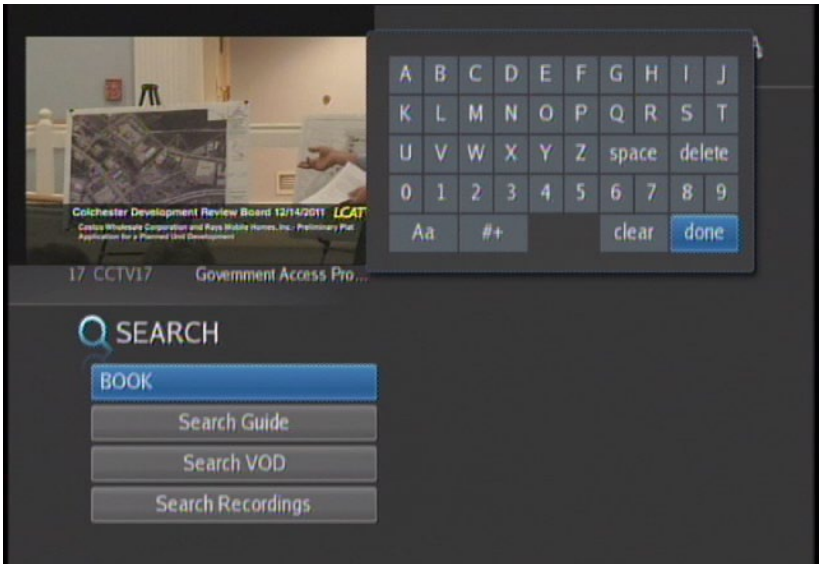
1. To search for a program you wish to watch, start by pressing the Menu button on your remote.

17 CCTV... Government Access Progra... 12/26/2011 9:46 pm
MINERVA
Colchester Development Review Board 12/14/2011 LCATV.org
Costco Wholesale Corporation and Rays Mobile Homes, Inc.- Preliminary Plat
Search

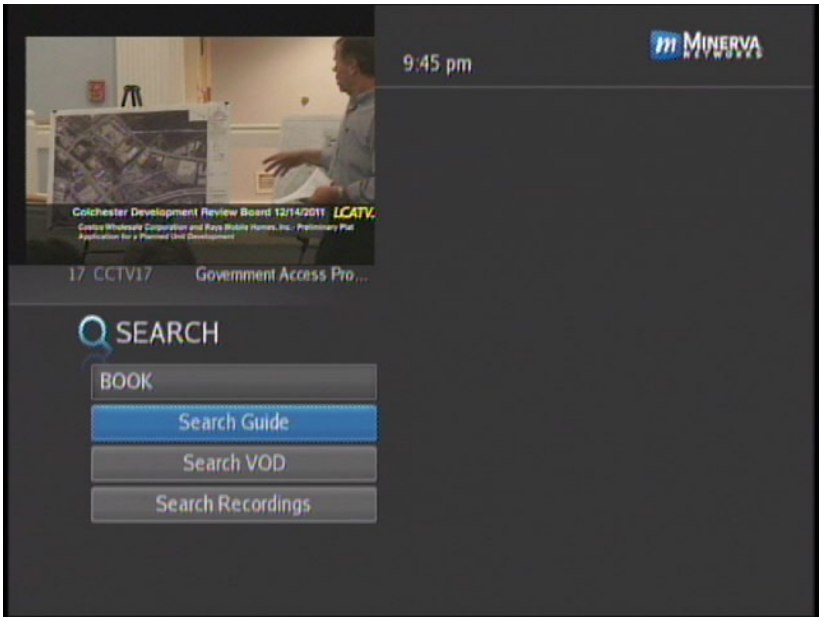
2. Scroll left or right until Search is selected and then press “OK”.
3. Press “OK” again.



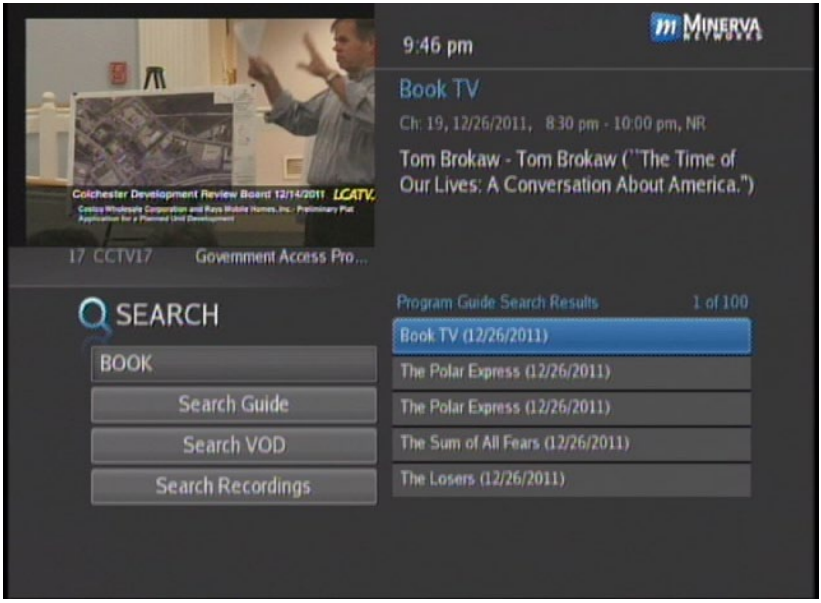
4. Use the on screen keyboard to enter your search text, select “DONE” and press “OK”.


A B C D E F G H I J
K L M N O P Q R S T
U V W X Y Z space delete
0 1 2 3 4 5 6 7 8 9
Aa #+ clear done
Colchester Development Review Board 12/14/2011 LCATV
17 CCTV17
Government Access Pro...
SEARCH
BOOK
Search Guide
Search VOD
Search Recordings

5. Now select whether you would like to search the guide, VOD (Video On Demand) or your recordings.



6. If you are searching the guide, you will be prompted with whether you want to perform an extended or quick search. A quick search will yield up to 100 results whereas the extended search will provide 150 results. You can record, rent or watch the search results (depending on type of search) by selecting a program in the list and pressing the “OK” button.


MINERVA
9:46 pm
Book TV
Ch: 19, 12/26/2011, 8:30 pm - 10:00 pm, NR
Tom Brokaw - Tom Brokaw (''The Time of Our Lives: A Conversation About America.")
Colchester Development Review Board 12/14/2011 LCATV
17 CCTV17 Government Access Pro...
SEARCH
BOOK
Search Guide
Search VOD
Search Recordings
Program Guide Search Results 1 of 100
Book TV (12/26/2011)
The Polar Express (12/26/2011)
The Polar Express (12/26/2011)
The Sum of All Fears (12/26/2011)
The Losers (12/26/2011)

Parental Controls

Turning Parental Controls On and Off

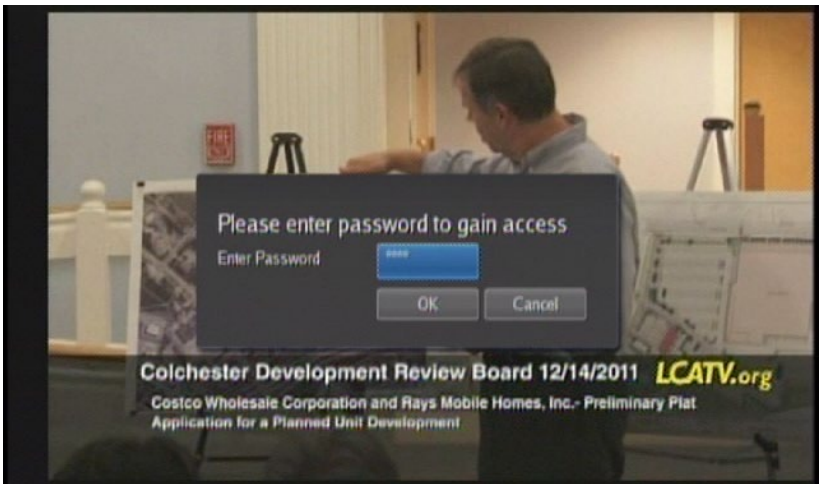
1. Press the menu button and scroll to the Lock icon that says either “Control On” or “Control Off.”
2. Press “OK” to toggle parental controls On or Off.

17 CCTV... Government Access Progra... 12/26/2011 9:46 pm
MINERVA
Colchester Development Review Board 12/14/2011 LCATV.org
Costco Wholesale Corporation and Rays Mobile Homes, Inc.- Preliminary Plat
Control On

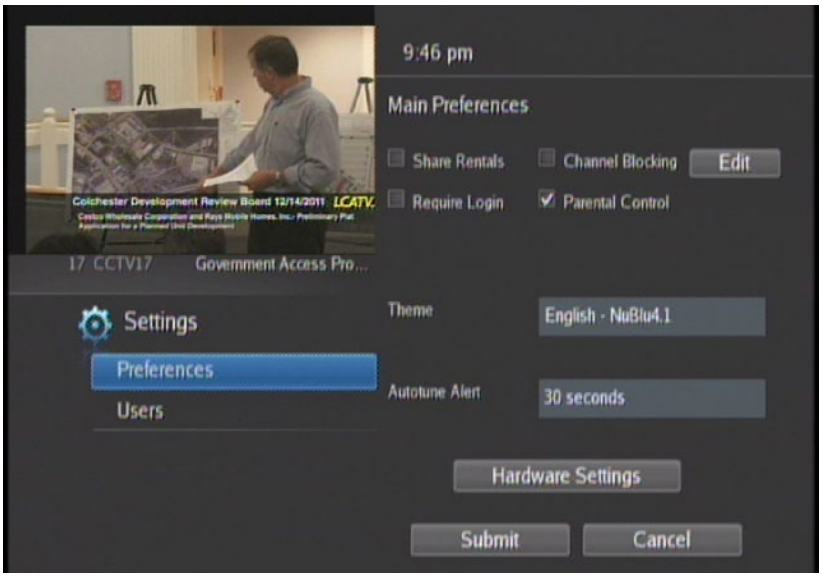
17 CCTV... Government Access Progra... 12/26/2011 9:46 pm
MINERVA
Colchester Development Review Board 12/14/2011 LCATV.org
Costco Wholesale Corporation and Rays Mobile Homes, Inc.- Preliminary Plat
Control Off

Customizing Parental Controls

1. Press the menu button on your remote control.
2. Select “Settings” and press “OK”.
3. You will be prompted for your password, which by default is 1234.


Please enter password to gain access
Enter Password
OK
Cancel
Colchester Development Review Board 12/14/2011
LCATV.org
Costco Wholesale Corporation and Rays Mobile Homes, Inc.- Preliminary Plat
Application for a Planned Unit Development

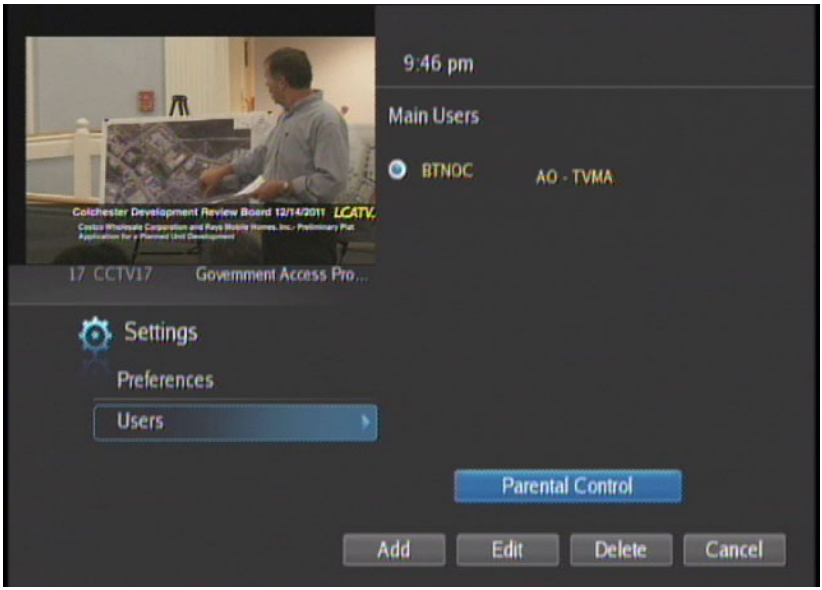
4. Select the check box labeled “Parental Control”.



5. If you wish to block individual channels, select the channel blocking check box and press “OK”.
6. To enable or disable which channels are blocked, select edit and press “OK”.
7. Channels that are blocked will display a small lock icon to the right of their name.

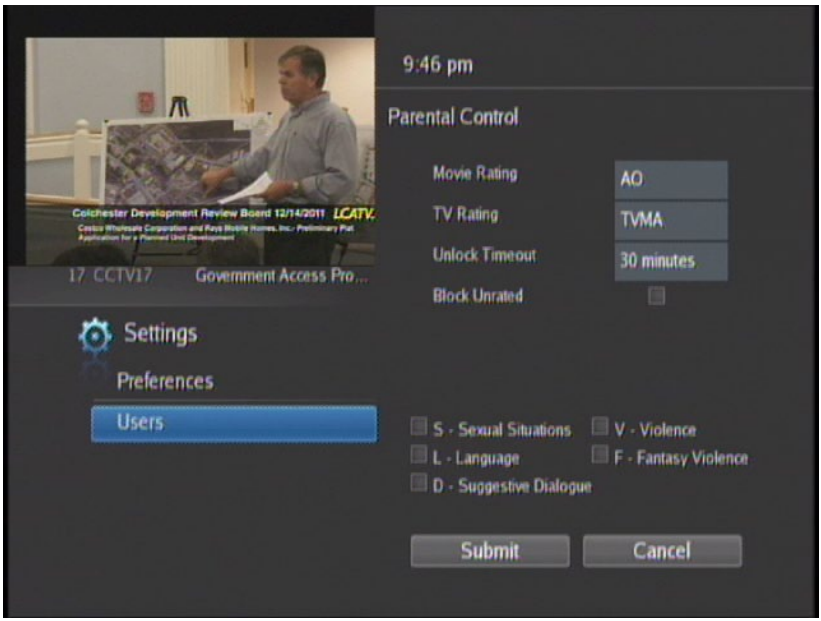
Enabling Additional Parental Control Features

1. Select the Users menu option on the left and press “OK” on the remote.



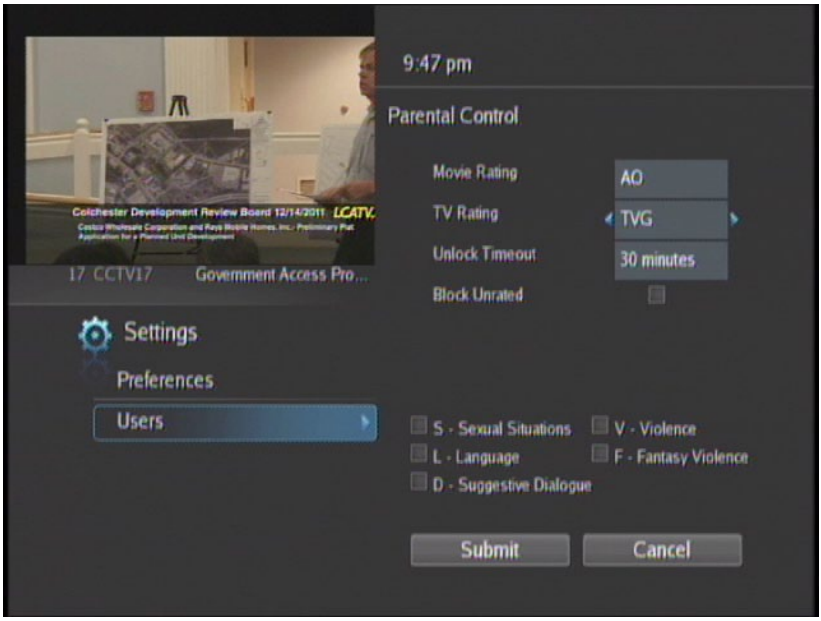
2. Press the right arrow and then “OK” to select parental control.

3. A list of options will appear:

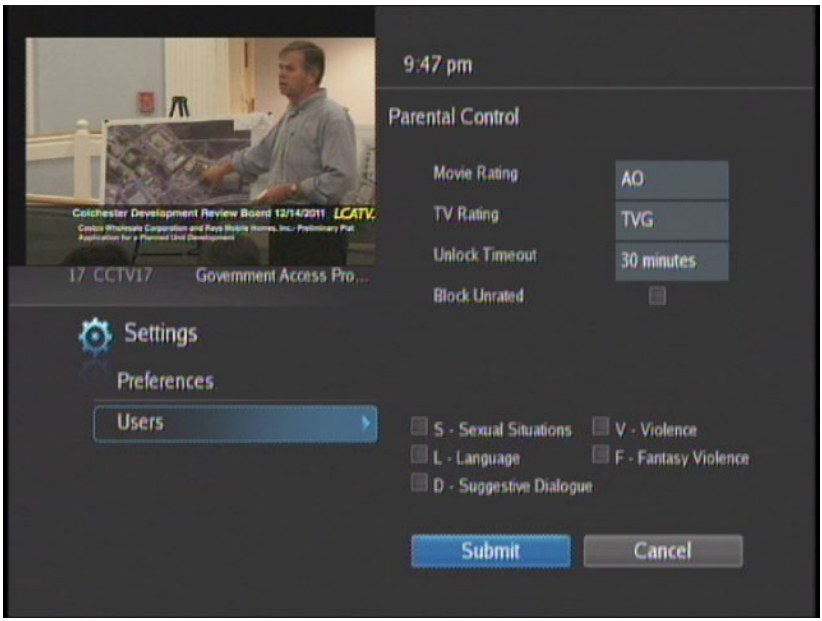


Movie Rating: allows you to block movies based on their MPAA rating.
TV Rating: allows you to block television shows based on their rating.
Unlock Timeout: selects how long after you turn off parental controls that they'll automatically come back on.
Block Unrated: sets whether you want to block programming which has no rating.

The list at the bottom allows you to block certain types of content due to language, violence, etc.



4. Select “Submit” and then press “OK” to commit your changes.



Television Features

Remote Programming

To use the volume and power controls on your Burlington Telecom remote control, it will need to be programmed.

1. Connect to the website www.urcsupport.com/index.php.
2. Locate your Burlington Telecom remote on pages 2 and 3 of the Television section (either Titan 2056-I [Silver] or Millennium 4 3046 [Black]) Click “Click here for device codes” under the Burlington Telecom remote that you have.
3. Enter the brand and, if you have it, model of your TV and click “Search”.
4. To program the remote for the TV, start by pressing the TV button in the top right of the remote.
5. Next, press and hold the “setup” button in the top left of the remote until the light on the remote blinks twice.
6. Let go of the setup button and enter the code you were given on the URC support website.
7. After entering the code, the light should blink twice.
8. If the volume and power buttons work, press the “CBL” or “STB” button in the top right of the remote. If the buttons still do not work, you may need to try entering additional codes.

Autotune

Autotune enables a set-top box to tune automatically to the channel of a program when the program comes on.

1. Using the program guide, select the program you wish to Autotune to and press “OK”.
2. Use the arrow buttons to highlight the Autotune option and press “OK”.

DVR Usage

DVRs provide two advantages over a standard set top box. The first is the ability to pause live TV and the second is the ability to record programs for watching later.

Pause Live TV

1. Press the “Pause” button on your remote.
2. To resume playback, press the “Pause” button again or the “Play” button.
3. To move past the recorded portion press the “Live” button.

Record the Program Currently Being Viewed

1. Press the “Record” button.

Schedule A Recording

1. Use the arrow buttons to select the program you wish to record and press the “Record” button.

MINERVA
9:43 pm
Government Access Programming
2:00 pm - 10:00 pm, NR
Colchester Development Review Board 12/14/2011 LCATV
17 CCTV17 Government Access Pro...
All
12/26/2011
9:30 pm
10:00 pm
10:30 pm
17 CCTV17 Government ... Government Access Programming
18 CSPAN Politics & Public Policy Today
19 CSPAN2 Book TV Book TV
20 CSPAN3 Am... American History TV
21 WFFFCW The Education o... Excused Who Wants to Date ...

2. If you would like to record every episode of a particular show, start by finding it in the guide.
3. Select the program you wish to record every episode of and press the “OK” button.
4. Select “Record Series” to record all the episodes of that show.

All of your recordings are available in the DVR section of the menu. The programs you have scheduled to record will show up under the “To Record” portion of the DVR menu.

17 CCTV... Government Access Progra... 12/26/2011 9:43 pm
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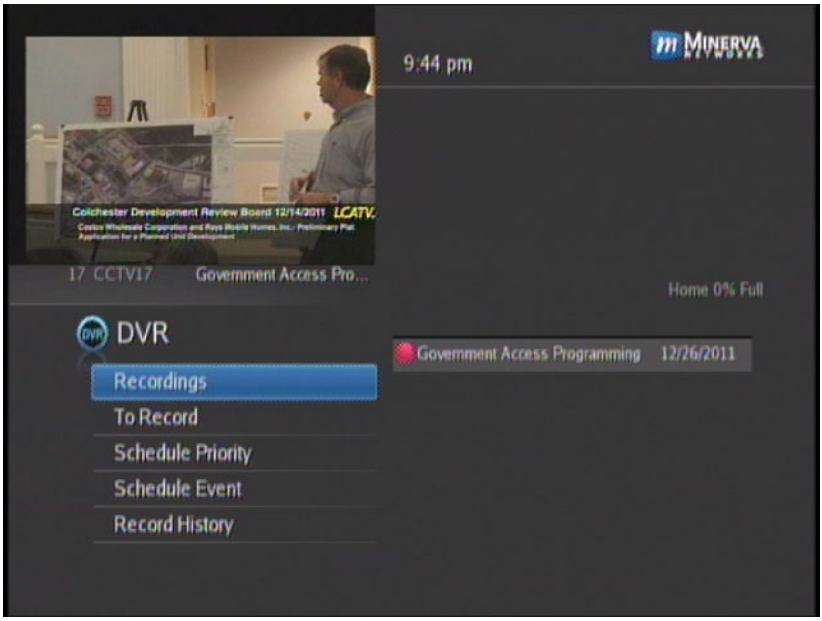
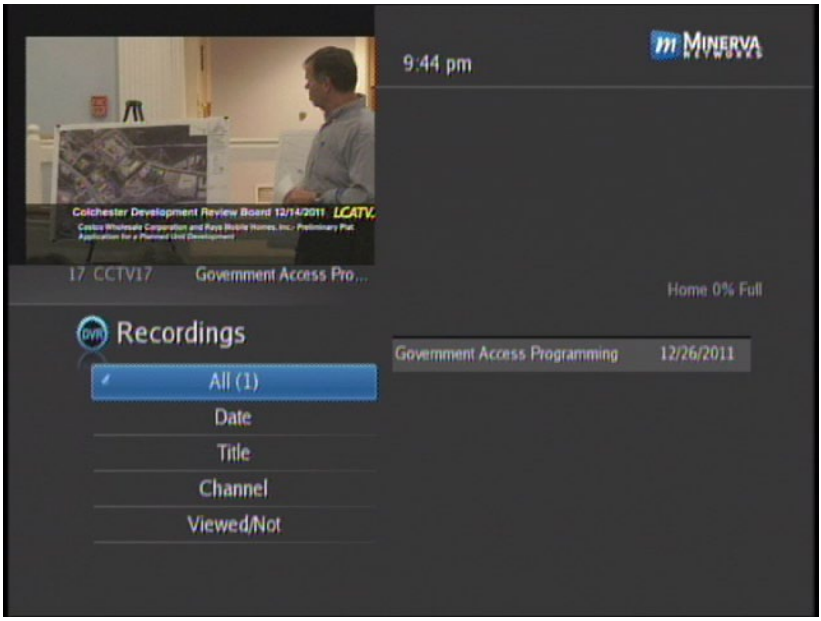
Costco Wholesale Corporation and Rays Mobile Homes, Inc.- Preliminary Plat
DVR


9:44 pm
MINERVA
Colchester Development Review Board 12/14/2011 LCATV.
17 CCTV17 Government Access Pro...
Home 0% Full
DVR
Government Access Programming 12/26/2011
Recordings
To Record
Schedule Priority
Schedule Event
Record History



Cancel A Recording

If you wish to cancel a series recording or to skip a particular episode.

1. Select the episode in the “To Record” section of the DVR menu and press the “OK” button.
2. A menu will come up asking what you want to do.
3. Select “Cancel Recording” or “Cancel Series Recording”

VOD (Video On Demand) Usage

1. Press “Menu” on your remote and press the left or right arrow buttons until Rentals is selected.
2. Press the “OK” button and you will be presented with the different categories of VOD.

MINERVA
9:48 pm
Adventures of Elmo in Grouchland, The
73 min, G, $2.99
ADVENTURES OF ELMO IN GROUCHLAND, THE - When he loses his favorite blanket, Elmo goes off to search for it, only to find adventure and a valuable
Colchester Development Review Board 12/14/2011 LCATV
17 CCTV17 Government Access Pro...
Rentals
All
Free on Demand
Local Content
Adult
Barker
All
33 of 1176
Adventures of Elmo in Grouch...
African Cats
After Dark Original: Area 51 (...
Aftershock
Age of the Dragons

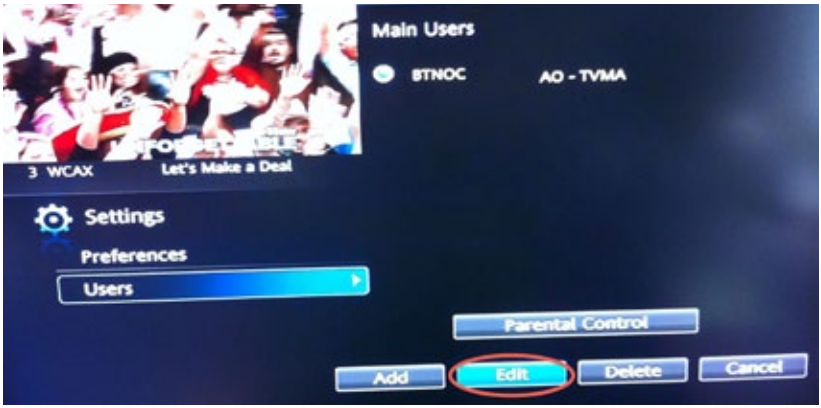
In order to rent a movie, or a Pay Per View event you will need to enter a PIN number. The PIN number is set by default to 1234, we strongly encourage you to change this.

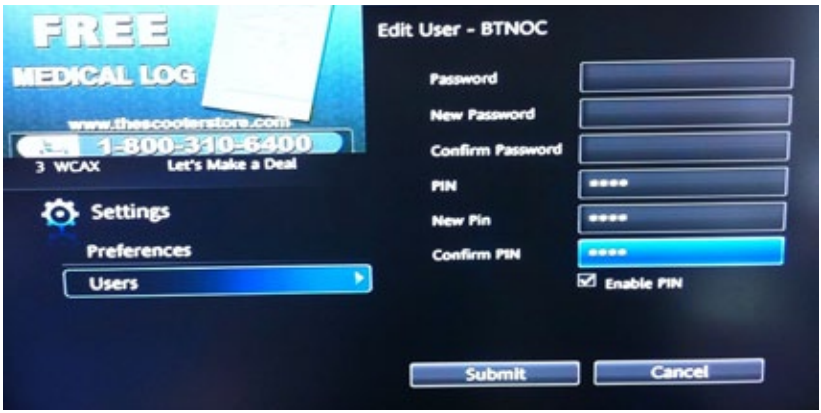
Pay Per View

To view Pay Per View events, tune to channel 800. You will be given a 5 minute free preview. To order the event, press the “OK” button on your remote. You will be prompted for your pin.

Changing PIN

1. Press the “Menu” button on your remote.
2. Navigate to and open “Settings” (you will need to enter your existing PIN [default is 1234]).
3. Select “Users” and press “OK”.
4. Navigate to “Edit” and press “OK”.
5. Fill out your existing PIN as well as your new PIN (you will need to enter it twice) and select submit.





Premium VOD

If you subscribe to premium channels such as HBO or Showtime, there are additional VOD rentals available.

1. Press “Menu” on your remote and press the left or right arrow buttons until Packages is selected and press “OK”.

Any premium package VOD which you have subscribed to will appear here.

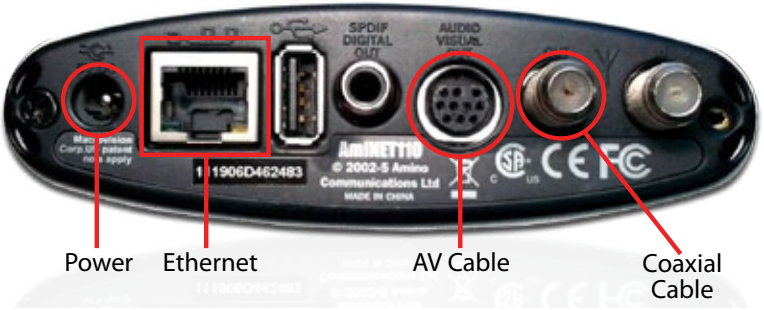
Cable Troubleshooting

Frozen Screen

If your video signal appears frozen, you may need to reboot your set-top box.

Amino Set-top Box

1. In the back of your set-top box there is a thin black power cable with a round connector.



2. Unplug this cable and the lights on the front of the box should go out.
3. Wait 30 seconds and plug the power cable back in.
4. You should see the boot screen on your TV.

ADB Boot Screen

Boot Screen

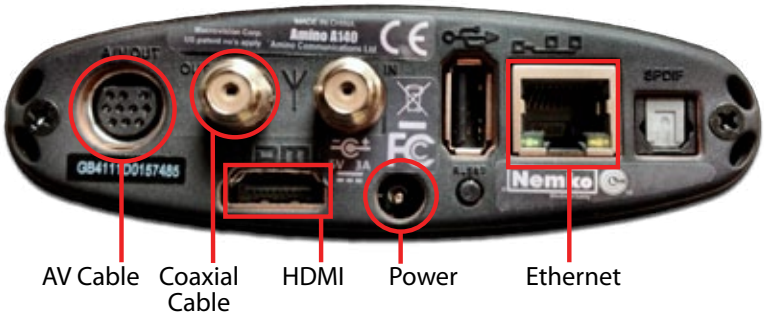
5. If your set-top box does not boot up after being plugged back in, you will need to locate your Ethernet switch.
6. This box is most likely located in the basement, but sometimes can be found in the living area.
7. Once you have located the Ethernet switch, unplug the thin, black power cable from it.
8. Wait 30 seconds then plug it back in.
9. If lights do not appear on the front of the box, make sure there is power coming to the power outlet the set-top box is plugged into.

SMC Ethernet Switch

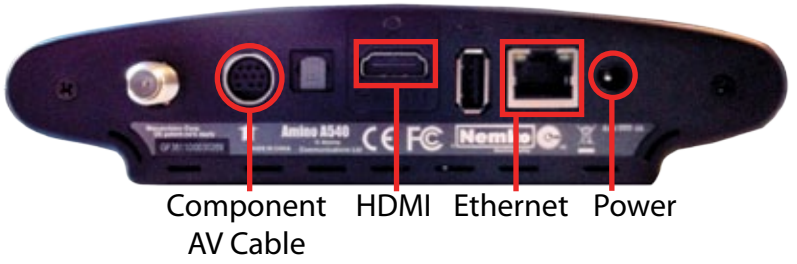
TP Link Ethernet Switch

10. Once the lights on the Ethernet switch come back on, check the TV.
11. You may need to reboot the set-top box again (by unplugging the power and plugging it back in to the set-top box).

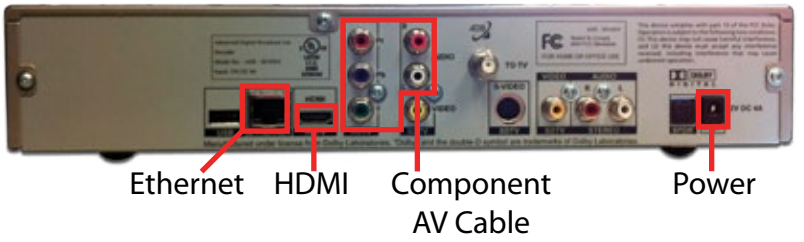
Additional Burlington Telecom Set-top Boxes



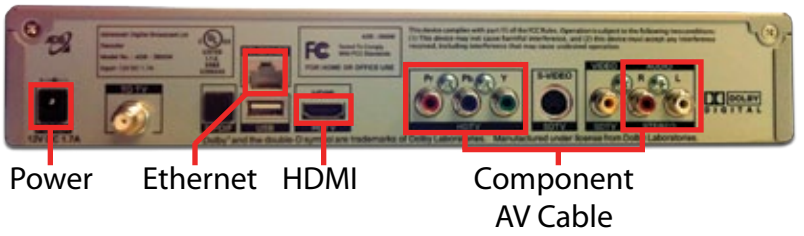
Amino High Definition Set-top Box



Amino High Definition DVR



ADB High Definition Set-top Box



ADB High Definition DVR

Distorted Image/Tiling

See above steps on troubleshooting for **Frozen Screen**.

No image (Black/Blue screen)

1. Make sure there is a light on the front of your set-top box.
2. If the red light is blinking, make sure the Ethernet cable in the back of it is secure.
3. If you connect to your TV with a coaxial connection make sure your TV is set to channel 3 or 4.
4. Reboot your set-top box.
5. In the back of your set-top box there is a thin black power cable with a round connector.
6. Unplug this cable and the lights on the front of the box should go out.
7. Wait 30 seconds and plug the power cable back in.
8. You should see the boot screen on your TV.
9. If this doesn't solve it, you will need to locate your Ethernet switch.
10. This box is most likely located in the basement, but sometimes can be in the living area.
11. Once you have located it, unplug the thin, black power cable from it.
12. Wait 30 seconds and plug it back in.

Ethernet Cable

Coaxial Cable

Remote Not Responding

Try these steps if your remote control is not responding:

1. When you press a button on the remote the red light on the remote should illuminate. If it does not, the batteries may need to be replaced or are in wrong.
2. If the red light comes on but still nothing is happening, try pressing the “CBL” (“STB” on silver remotes) button in the top right on the remote. This puts the remote in Cable TV mode.
3. Try to re-program the remote. Start by pressing the “CBL” (“STB” on silver remotes) button in the top right of the remote.
4. Press and hold the “setup” button in the top left of the remote until the light on the remote blinks twice.
5. Once the light is blinking, let go of the setup button and enter the code you were given on the URC support website (see remote programming section on page 13).
6. After entering the code, the light should blink twice.

Burlington Telecom

(802) 540-0007
www.burlingtontelecom.com

200 Church Street, Burlington VT, 05401